

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Ozugur, et al. **Docket:** 139164
Serial No.: 10/721,558 **Art Unit:** 3628
Filed: November 25, 2003 **Examiner:** Tonya S. Joseph
Title: Web Based CRM Service Using On-Line Presence Information

RESPONSE TO FINAL OFFICE ACTION

M/S AF
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Dear Commissioner:

In response to the final Office Action (“Office Action”) dated May 28, 2008, Applicant presents the following remarks: